ROM II

RETAIL OPERATIONS ACCOUNTABILITY

Reference: Parenthetical numbers refer to ROM II NAVSUP P-487 unless otherwise specified.

Pulse Point Grading Scales

Overall Scale	Point Scale 1	Point Scale 2
100 99.9 - 96 95.9 - 92 91.9 - 88 87.9 - Below	50 45 25 10 0	30 25 20 10 0

Pulse Points:

ROA001. Sample inventory of 50 items in the bulk storerooms compared to the Stock Record Listing resulted in an inventory accuracy of ______%.

(NOTE: Apply the inventory accuracy percentage to the Pulse Point Overall Scale to determine, from Point Scale 1, the appropriate number of points earned toward the overall Retail Operations Accountability grade.)

Pulse Point Score: _____

ROA002. No security violations have occurred or were discovered.

(NOTE: Apply the adjective grade result of below scale to Point Scale 2 to find the appropriate number of points earned toward the overall Retail Operations Accountability grade.)

Excellent No access was gained, all hinges and locks in place.

Good Minor security violations were found, access was not

compromised, all locks in place.

Satisfactory One or more spaces had only one security lock in place.

Conditional Sat Two or more spaces had more than one security violation, or access was gained to one minor space (minor space i.e., vending machine).

UNSATISFACTORY Access was gained to more than two minor spaces; one major space (i.e., ship's store, bulk storeroom, vending storeroom) or cash from any space.

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Pulse Point Score: _____

A. GENERAL	ACCOUNTABILITY		
ROA003.	Transfer of accountability for ship's store stock was documented on a DD 1149 and placed in the Retained Returns. (9500, 1106)	1	
ROA004.	The records keeper was not assigned to receive and inspect Ship's Store merchandise. (1006)	2	
ROA005.	Retained returns were arranged in order with substantiating documents and reports for a period of 2 years. (1106, 9401, 9402, 9403, 9404)	5	

ROA006.	The following required manuals/ROM logs were maintained: (1106 & 1107 & SURFSUP CH. 12)	4
	a. Purchase Order Log.	
	b. Requisition Log.	
	c. Expenditure Log.	
	d. Car Seal Log.	
ROA007.	All Letters of Authority/Job Qualifications Requirements (JQR) were on file and current. These include:	4
	a. Designating the records keeper to sign Intra store Transfer Document (NAVSUP Form 973). (6103)	
	b. Change fund authorization for retail outlets.(2210, 2211)	
	c. Designating duties and financial accountability of the Ship's Store Officer. (1005)	
	d. Designating Cash Collection Agent and responsibilities. (1008, 2220-2225)	
	f. Assignment of responsibility for each accountable space and service activity. (1006, 1008)	
	g. Supply Officer authorization for Ship's Store personnel to remain in an accountable space in excess of 8 consecutive months. (SURFSUP, Chapter 12)	
	h. Commanding Officer's letter approving hours of operation for Ship's Store and related service activities. (2001)	
ROA008.	Ship's Store Afloat (SSA) Files were established and properly maintained. (1106)	10
ROA009.	Entries made in Ship's Store logs, records, and forms were neat, orderly, always in ink or computer typed, and corrections were lined out and initialed. (1106)	2
ROA010.	Ship's Store Accountable Officer Files (AO files) is maintained by the ship's store officer. (1106)	3
ROA011.	Only authorized personnel have access to the Retail Operations Management (ROM) computer system and proper security levels. (1207)	3
ROA012.	The ROM Stock Record Listing was current and accurate as determined by:	5
	a. All items in stock were authorized. (NEXCOM PUB 81)	
	b. Ship's store stock was limited to a 90-day supply and maximum number of line items. (3330)	
	c. Min and Max levels have been established. (3331)	
	d. All items of stock were designated with correct department codes, UPC'S, and SKU'S. (NEXCOM PUB 81) (3006)	

ROA013.	The correct appropriation was used to procure items and services listed in NAVSUP P-487. (4000-4442)	1	
ROA014.	Purchase Orders (DD 1155)/Requisitions (DD-1149/DD-1348) were correctly prepared with all applicable blocks completed. (4000-4442)	5	
ROA015.	When a simplified purchase order was submitted and approved by NEXCOM, the confirmation was attached to the accountable receipt document. (4202)	1	
ROA016.	Purchase Orders for emblematic stock were certified and signed by the senior Supply Officer. (3101& 3102)	2	
ROA017.	ROM posted receipts were verified for accuracy against the Journal of Receipts (B01/B05 reports) and receiving report for quantity and extension errors. (5300,5303,5101,4203,4222)	6	
ROA018.	Quantities received on purchase orders or requisitions were circled indicating actual quantity received. (5101)	2	
ROA019.	Corrections to quantities ordered or received were lined out and initialed on all documents. (5101, 5106, 5107 & 1106)	2	
ROA020.	Receipt documents were signed by the responsible custodian. (5105 & SURFSUP CH. 12)	3	
ROA021.	Receipts signed by the responsible custodian were forwarded to the Ship's Store Officer for comparison with Receipt Inspector copy, then filed in the Records keeper File (RK FILES). (5200 & 5201)	3	
ROA022.	Partial shipments of merchandise were assigned a separate receipt number and processed correctly. (5102)	1	
ROA023.	Receipts over/short from Other Supply Officers were correctly processed and documented. (5106)	3	
ROA024.	When material was received without the issuing ship's expenditure document, the issuing ship was contacted immediately and the following information was requested: expenditure number, quantity, and cost price. Once information is received, a DD-1149 was prepared and the receipt was processed as a normal receipt. (5003)	2	
ROA025.	The Senior Supply Officer verified receipts from the B01/B05 RK files, and DAO-CL receipts against the transmittal listing/letter before submission. (5305)	3	
ROA026.	A negative report was submitted when there were no receipts for the month. (5305)	1	
ROA027.	Receipts are being verified against the vendor's invoice before filing in the B01/B05 files. (5103, 5401 & 5403)	5	
ROA028.	When a receipt was posted incorrectly an accounting adjustment and/or spot inventory was processed to correct posting error. (5100-5107 & 9001)	5	
		3	

ROA029.	Vendors were being contacted for shortages of merchandise or incorrect invoices. (5103, 5401 & 5403)	
ROA030.	Accounting adjustments in excess of \$10.00 were prepared, posted to the Journal of Receipts (B01/B05 reports), and transmitted to DAO-CL to cover previously transmitted receipt differences. (5306)	3
ROA031.	The Unmatched Expenditure and Fleet Fast Pay Listings were processed and required action was taken to correct discrepancies. (5307) (DAO-CLINST 7200.1)	10
ROA032.	Cash refunds and credit memorandums (DD-1149) were processed, confirmed and, posted on the journal of receipts (B01/B05 reports). (7600-7613)	5
ROA033.	Appropriate accounting data and expenditure numbers were indicated on each expenditure document and posted correctly. (7000)	2
ROA034.	Surveys (DD 200) were correctly prepared, posted, and cited the correct appropriation. $(7100-7105 \& 7507)$	3
ROA035.	A Surveying Officer was assigned, and disposition of surveyed stock was recommended. (7104)	3
ROA036.	Documents, which substantiate transfers to Other Supply Officers, were prepared and filed correctly. (7200)	2
ROA037.	Transfers to Other Supply Officers were summarized on a NAVCOMPT 176 and submitted with the returns. (7201)	2
ROA038.	Issues to Ship's Use (General Stores, General Mess, and transfers to special accounting class 207 ships) for authorized merchandise, were prepared, processed, and posted correctly. (7300, 7310,7311, SURFSUP CH. 12)	5
ROA039.	Receipts from General Stores or General Mess were posted as a credit receipt correctly. (4105)	1
ROA040.	Intra store Transfers (NAVSUP Form 973) was prepared, completed with issued/received quantities, and signed by required personnel. (6100-6105)	5
ROA041.	Original Intra Store Transfers (NAVSUP 973) for breakouts/breakbacks were verified against the ROM confirmed copy for discrepancies. (6103 & 6104)	2
ROA042.	Breakout/breakbacks documents were distributed correctly. (6103 & 6104)	2
ROA043.	The NAVCOMPT 153 was audited for accuracy and all entries were substantiated with the required documents and reports. (9201-9404)	10
ROA044.	There are no corrected documents in the Retained Returns requiring resubmission to DFAS. (9201)	3
B. INVENTO	DRY	
ROA045.	Inventories were performed when required. (9000, SURFSUP)	3

OA046. Spot inventory count reports were verified for discrepancies and investigated. (9001 & 9008)	3	
OA047. The inventory teams consisted of authorized personnel. (9002)	5	
OA048. Spot inventories and inventory discrepancy reports were signed and annotated with corrective action taken. (9001 & 9008	3	
OA049. Inventory count reports were verified for discrepancies. (9008 & 9010)	5	
OA050. Inventory count reports were filed correctly. (9009)	3	
OA051. Inventory count reports were signed by responsible personnel, relieving personnel (when required), and the Ship's Store Officer. (9005-9008)	3	
OA052. Each space, upon completion of the inventory, was sealed with a car seal and the number was recorded in the car seal log. (9006)	3	
OA053. All inventory discrepancy reports were investigated, corrective action documented, signed by the Sales Officer and filed in the Retained Returns. (9008 & 9100)	3	
. CASH CONTROL		
OA054. Cash Sales Invoices (DD-1149) reviewed, were in agreement with the Cash Register Record (NAVSUP 469) and the Cash Collection Agent's Cash Receipt Book (NAVSUP 470). (2231)	10	
OA055. Emergency Point of Sale recovery procedures were followed when the Point of Sale was inoperative and there was no backup. (SURFSUP CH. 12)	2	
OA056. Vending machine coin meters/cash totalizers were installed and working correctly. (2414)	3	
OA057. The cash books were audited by the Sales Officer when required and amounts posted to ROM were verified. (2231)	4	
OA058. Refunds were processed and documented correctly. (2206)	3	
OA059. Change funds entrusted to the Cash Collection Agent are verified monthly by an officer other than the Ship's Store Officer, who is designated by the CO. (2211)	3	
OA060. Collections from all retail spaces, vending machines and dollar bill changers were collected as required. (2220, 2411 & 2601)	2	
OA061. Corrections to the Cash Register Record (NAVSUP 469) and the Cash Receipt Book (NAVSUP 470) were lined out and initialed. (1106, 2225)	3	
OA062. The required personnel signed the cash books. (2225)	3	
OA063. The Cash Register Record (NAVSUP 469) and the Cash Receipt Book (NAVSUP 470) were balanced and closed	3	

	correctly at the end of each month. (2225 & 2230)	ĺ
ROA064.	The Ship's Store Officer investigated all overages/shortages over \$5.00. (2225)	2
		1
ROA065.	The cash sales invoice was prepared correctly and signed. (2231 & 2232)	2
ROA066.	A separate section of the cash book was used for each retail outlet or vending machine and was correctly documented with cash received. (2225, 2400 & 2411)	1
ROA067.	Point of Sale Till assignments are being verified and closed out when Till assignments are issued. (ROM II USER GUIDE)	5
D. SECURIT	<u>Y</u>	
ROA068.	ROM backup tapes/disks for past accounting periods were maintained in the Accountable File (AO file). (1106,& SURSUP)	2
ROA069.	Emergency entry procedures were prepared and posted on each accountable space. (1105 & 1202)	2
ROA070.	ROM security access rights list was maintained in the Accountable File (AO file). (1206)	2
ROA071.	Keyless padlocks and a dead bolt door lock or high security key type padlock were used on the entrance to Group III spaces. (1201)	3
ROA072.	All ship's store stock was stowed under lock and key and the responsible custodian has the only access. (1201 & 6000)	3
ROA073.	High security hasps were used on Group III spaces. (1201)	3
ROA074.	Door hinges and hasps with hinge pins were tack welded or tamper proof to preclude removal. (1201)	2
ROA075.	All display cases and windows will be wire reinforced glass or 3/8 inch thick Plexiglas. (SURFSUP CH. 12)	2
ROA076.	Any window capable of being opened will be secured on the inside with a padlock. (SURFSUP CH. 12)	2
ROA077.	All working keys to Group III spaces were locked in an individual glass fronted security key box when the space is secured for the day. (1201, SURFSUP CH. 12)	3
		3
ROA078.	Keyless padlock combinations, "setting in keys", and duplicate keys for Group III spaces, money boxes, cash registers, vending machines, and amusement machines were placed in signed, sealed, and dated envelopes and combinations could not be read through the envelope. (1201)	
ROA079.	Coin and dollar bill money boxes were locked with a	3

	key or keyless padlock and the required personnel had custody of the key or combination. (1201)	
ROA080.	Amusement machines and dollar bill changers had wire mesh or a restraining bar attached, crossing the front of the coin box. (1201 & 2600)	3
ROA081.	Duplicate keys to Group IV spaces were kept in the Supply Office or the Supply Officer's safe. (1203)	1
ROA082.	Combinations for all Group III keyless padlocks and safes in the ship's store have been changed every 6 months and upon the relief of the Ship's Store Officer and/or the responsible custodian. (1201)	2
ROA083.	Car seals are placed on outlets with more than one operator. (1204)	2
ROA084.	When more than one operator is responsible for an outlet, the working key for the deadbolt/high security padlock will be kept in the custody of the Ship's Store Officer or a designated individual other than the Operator(s) and a Log book will be maintained. (1201)	2

MAXIMUM POINTS:	342 (262/80)
LESS N/A POINTS:	
ADJUSTED MAX POINTS:	
INDIVIDUAL POINTS EARNED:	
PULSE POINTS EARNED:	
TOTAL POINTS EARNED:	

RETAIL OPERATIONS SUSTAINABILITY

Reference: Parenthetical numbers refer to ROM II NAVSUP P-487

unless otherwise specified.

Pulse Point Grading Scales

Overall Scale	Point Scale 1
100 - 98	25
97.9 - 95	15
94.9 - 90	10
89.9 - 80	5
79.9 - Below	0

Pulse Points:

ROS001. Disproportionate or excessive differences were documented and corrective action was taken.

(NOTE: Apply the adjective grade result of below scale to Point Scale 1 to determine the appropriate number of points earned toward the overall Retail Operations Sustainability grade.)

Excellent $\mbox{No excessive or disproportionate differences}$ exist.

Good One period with excessive differences.

Satisfactory Two periods with excessive differences or one

reported disproportionate difference.

Conditional Sat Two periods of reported disproportionate differences or more than two excessive differences.

UNSATISFACTORY More than two periods of reported disproportionate differences or one period of unreported disproportionate difference.

Pulse Point Score:_____

ROS006.

STOCK TURN ROS002. Stock turn of 4.0 per year was achieved (3305) (SURFSUP). 3 ROS003. POAMs were developed and forwarded to TYCOM when over authorized inventory limit. (SURFSUP) ROS004. 3 Excess stock lists were prepared and disseminated when over inventory levels or not meeting stock turn and transfers to Other Supply Officers were aggressively sought. (3333) ROS005. 3 Excess stock and guaranteed sales merchandise was disposed of properly (returned to vendors/markdowns/surveys) when over inventory levels or not meeting stock turn. (3133,3333-3335) B. GENERAL SUSTAINABILITY

A current list of mandatory and basic stock items

		ı
	was prepared and available to ship's store personnel for use as a management tool. (3000)	
ROS007.	Commanding Officer's Monthly Management Reports were reviewed, verified and maintained on file. (SURFSUP)	3
ROS008.	Emblematic items were bought according to applicable directives. (3100, 3101) (SURFSUP)	3
ROS009.	The following required publications/manuals were current and on hand: (1106)	4
	a. Ship's Store Afloat (NAVSUP P-487).	
	b. CARGO (NAVSUP-P4998).	
	c. Rate training manuals.	
	d. Ship's Store Contract Automated Bulletin (ACB).	
	e. Ship's Store Afloat Automated Catalog (ASL).	
	f. ROM II User Guide.	
	g. Ship's Store Visual Merchandising Guide (NEXCOM Pub 90-33).	
	h. Merchandising and Stocking Guide (NEXCOM Pub 81).	
ROS010.	The GROSS profit for retail Ship's Store met the overall minimum 12 percent, maximum 20 percent limitation. (8003)	3
ROS011.	The Gross profit for the vending machine operation met the overall minimum of 35 percent, maximum 55 percent. (8003)	3
ROS012.	Key personnel are able to name and explain the function of the key reports. (SURFSUP)	3
	a. Stock Record Listing.	
	b. Journal of Receipts (B01/B05 report).	
	c. Profitability reports	
	d. Cash over/short summary report.	
	e. Gain/loss by inventory detailed report.	
ROS013.	Price validity verifications of shelve labels were on file (min 5% of the total line items per week) and were verified against the Stock Record Listing. (SURFSUP)	3
ROS014.	Bulk and retail outlets inventory validity verifications were on file (min 5% of the total line items per week) and were verified against the Stock Record Listing. (9001 & SURFSUP)	3
ROS015.	A copy of the informal examination, when an excessive difference occurred is filed with the retained returns. (9102 & SURFSUP)	2
ROS016.	A letter/message report was forwarded to the appropriate commands (copy on file in retained returns) when a disproportionate difference occurred. (9102 & SURFSUP, Chapter 12)	2

C. TRAININ	<u>'G</u>		
ROS017.	Lesson plans are prepared and updated for each curriculum topic and individually approved and dated by the Ship's Stores Officer. (SURFSUP)	2	
ROS018.	Job rotation is well planned and carried out effectively. (SURFSUP)	1	
ROS019.	There is an up to date organizational chart in the S3 division office. (SURFSUP)	1	

MAXIMUM POINTS:	74 (49/25)
LESS N/A POINTS:	
ADJUSTED MAX POINTS:	
INDIVIDUAL POINTS EARNED:	
PULSE POINTS EARNED:	
TOTAL POINTS EARNED:	

RETAIL OPERATIONS CREW SUPPORT

Reference: Parenthetical numbers refer to ROM II NAVSUP P-487

unless otherwise specified.

Pulse Point Grading Scales

Overall Scale	Point Scale 1
100	50
99.9 - 96	45
95.9 - 92	25
91.9 - 88	10
87.9 - Below	0

Pulse Points:

ROC001. Sample price verification of 50 items with shelve labels in the Ship's Store compared to the Stock Record Listing resulted in an accuracy of _______%.

(NOTE: Apply the accuracy percentage to the Pulse Point Overall Scale to determine, from Point Scale 1, the appropriate number of points earned toward the overall Retail Operations Crew Support grade.)

Pulse Point Score: _____

A. LAUNDRY SERVICES

ROC002.

	established, posted and meet the minimum recommended standards. (2001,2510,2511)	
ROC003.	Laundry facilities and equipment are considered adequate to service the crew. (2510 & 2511)	2
ROC004.	The finished work in the laundry was examined and displayed quality. (2512, App D)	2
ROC005.	All required laundry and dry cleaning logs are properly maintained. (2512, 2517 & 1106)	3
ROC006.	Approved wash formulas and instructions are being used in the laundry. (2512)(NAVEDTRA 10176)	2

Hours of operation and laundry schedule are

ROC007. A red letter warning sign "DO NOT USE FLAMMABLE DRY CLEANING FLUID IN THIS SPACE", was posted near the dry cleaning machine. (GSFS 655E)

B. BARBER SHOP SERVICES

ROC008.	Hours of operation are posted and meet the minimum recommendation. (2001)	1
ROC009.	All required signs were posted. (2005)	1

C. BULK ST	OREROOM	
ROC010.	All boxes/containers of stock in the storeroom are marked with the month and year of receipt, SKU's and policy of issuing old stock first was being followed. (6000)	3
ROC011.	Only items of ship's store stock were found in the storerooms. (3005, 6000)	1
ROC012.	Stowage of confections and food items was adequate. (6000, 6003-6005)	2
D. SALES O	UTLETS	
ROC013.	Vending machines are working properly and filled. (2300 & $2410-2414$)	3
ROC014.	Hours of operation are posted and meet minimum recommendations. (2001)	1
ROC015.	Ship's Store merchandise is correlated and displayed neatly. (Visual Merchandising Guide) (2002)	1
ROC016.	Mandatory and basic stock items are on the shelf. (3000)	3
ROC017.	All policy signs are posted for customer assistance. (2005)	1
ROC018.	The ship's store did not contain unauthorized items. (NEXCOM PUB 81)	1
ROC019.	Merchandise approaching expiration date was identified and markdowns were taken to reduce the loss of ship's store profits. (7500-7507)	3
ROC020.	Expired food items were not available for resale. (7500-7507)	4
ROC021.	All merchandise is correctly priced as required. (2104)	3
ROC022.	Merchandise sold to the command's Welfare and Recreation Fund was being sold at retail price. (2103)	2
ROC023.	Credit is not extended. (2200)	3
E. SAFETY		
ROC024.	All service equipment and safety devices are in good condition and working properly. (2300, 2512, 2516)(NAVEDTRA 10176)	5
ROC025.	Equipment safety precautions and operating instructions are posted in respective areas. (2516)	3
ROC026.	Eye protection, rubber apron and gloves are available for corrosive material handling, and being used. (NAVMED P-5010)	3
ROC027.	Only non-flammable dry cleaning solvent (Perchlorethylene) is being used in the dry cleaning plant. (NAVEDTRA 10176, 6008)	3

ROC028.	Dryer primary and secondary lint screens were clean and in good repair. (NAVEDTRA 10176, SURFSUP)	3
ROC029.	Washer/extractor automatic programmer is being used. (NAVEDTRA 10176)	3
ROC030.	Adequate lighting was in all spaces. (NAVEDTRA 10176, & OPNAVINST 5100 Series)	3
ROC031.	Light bulb guards/covers are on all light fixtures. (OPNAVINST 5100 Series)	3
ROC032.	Lagging on steam pipes is in good condition. (NAVEDTRA 10176, & OPNAVINST 5100 Series)	3
ROC033.	Laundry products in the laundry are stored in closed metal containers. (NAVEDTRA 10176)	2
ROC034.	Ventilation is considered adequate in all spaces. (6000-6008 & NAVEDTRA 10176)	3
ROC035.	Emergency lighting is working in all spaces. (GSFS 331)	3
ROC036.	A rubber standing mat was provided for the barber. (GSFS 634)	2
ROC037.	Vending machines are secured to the deck or bulkhead and either electrically hardwired or plugged (with a valid safety check). (NEXCOM Pub 17)(NSTM Chapter 300) (GSFS 300)	3
ROC038.	Flammable items in the storeroom were properly stowed and the flammable listing in ROM II NAVSUP 487 Para 6008 were posted in the space to identify flammable stock. (6008)	5
F. SANITATI	LON	
ROC039.	Cleanliness in the sales outlets and service activities was maintained. (2301, 2503, 2516, 2415)	5
ROC040.	Personal appearance of all Ship's Store personnel is neat and clean. (NAVEDTRA 10176)	2
ROC041.	Both hot and cold water was provided in the laundry and barbershop. (2516) (NAVEDTRA 10176) (NAVMED P-5010)	3
ROC042.	Soap and paper towel dispensers are installed where required. (2503 & 2516, NAVEDTRA 10176)	2
ROC043.	Sanitation regulations are posted in each Ship's Store space. (2301)	3
ROC044.	The Medical Department conducted sanitation inspects as required and maintained documentation is on file. (2415 & 2503) (NAVMED P-5010)	3
ROC045.	Clipper blades, scissors, combs, or other metallic instruments are sterilized with an approved sterilizing solution. (2503) (NAVEDTRA 10176)	3
ROC046.	The barber received a physical from the Medical Department before assignment and annually thereafter. (2503)	3

ROC047.	Individual sanitary neck strips are used. (2503) (NAVMED P-5010) (NAVEDTRA 10176)	1	
ROC048.	A common brush or duster was "NOT" in use in the Barber shop. (NAVMED P-5010) (2503) (NAVEDTRA 10176)	1	
ROC049.	The Barbicide solution is changed at the end of each workday. (2503)	3	
ROC050.	Each barber has enough working tools to ensure proper sanitation between patrons. (NAVEDTRA 10176) (NAVMED P-5010)	3	
ROC051.	Ship's store stock is stowed on shelves or deck grating. (6000)	3	
MAXIMUM POI	NTS: 178 (128/50)		

MAXIMUM POINTS:	178 (128/50)
LESS N/A POINTS:	
ADJUSTED MAX POINTS:	
INDIVIDUAL POINTS EARNED:	
PULSE POINTS EARNED:	
TOTAL POINTS EARNED:	